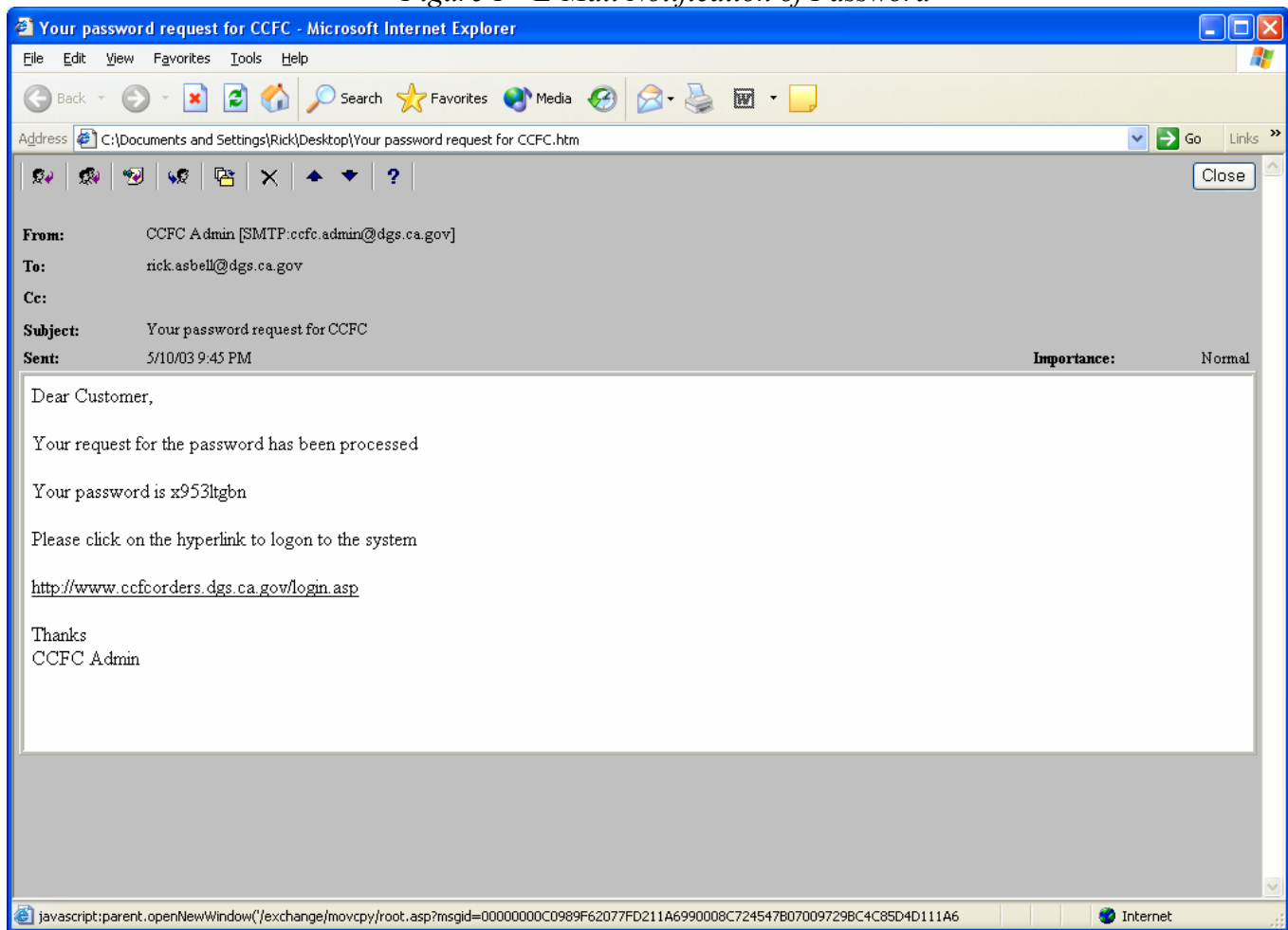


CALIFORNIA CHILDREN AND FAMILIES COMMISSION NEW PARENT KIT ON-LINE ORDERING SYSTEM (KOS) USER'S GUIDE

California Children and Families Commission (CCFC) in partnership with the Office of State Publishing (OSP) has developed the *California Children and Families Commission New Parent Kit On-Line Ordering System* or **KOS** for short. This document is intended to provide a brief overview of the processes and functionality of **KOS**. **KOS** will provide the user with the ability to order, modify or cancel, and view orders associated with the user's county. To begin using **KOS**, you must: (1) be selected by a county commission to authorize/place orders for county partners and (2) receive an e-mail notification (See *Figure 1*) from *CCFC Admin* stating your system password. The initial password is randomly generated. If the user wishes, the password can be changed at a later time.

(NOTE: The password that is issued to a user must be limited to Authorized Personnel Only. Any unauthorized usage of a user's password to order kits is the sole responsibility of the user's county commission and will affect the county's kit allocation.)

Figure 1—E-Mail Notification of Password



Users can access **KOS** at <http://www.ccfcorders.dgs.ca.gov/> (Figure 2). The user will be asked to supply an *Email Address*, which is the user's e-mail address, and their **KOS** supplied password.

Figure 2—Signing On

The screenshot shows a Microsoft Internet Explorer window titled "CCFC - Microsoft Internet Explorer". The address bar displays "http://www.ccfccorders.dgs.ca.gov/". The page features a banner with "Welcome to California" and "HOLLYWOOD" text, along with a "FIRST 5 CALIFORNIA" logo. The main content area is titled "CCFC" and "Sign On". It includes a welcome message: "Welcome to the CCFC Kit Online Ordering". Below this, it says "Please enter your e-mail address and password to sign in to the system." There are two input fields: "Email Address" with the value "rick.asbell@dgs.ca.gov" and "Password" with masked characters. There are "Sign In" and "Reset" buttons, and a link "Forgot your password?". The status bar at the bottom shows "Done" and "Internet".

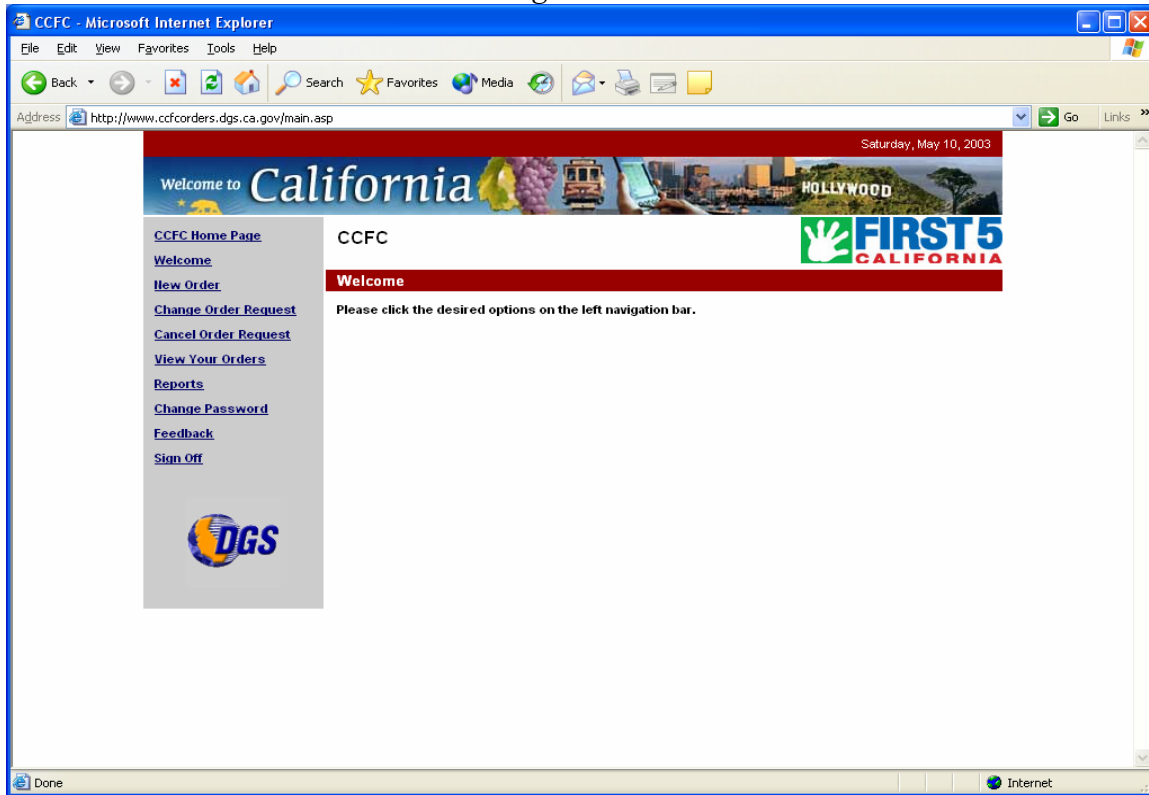
If the user forgets their system password, the user can click on the [Forgot your password?](#) (Figure 3) link and receive an e-mail notifying them of their password.

Figure 3—Forgot your password?

The screenshot shows a Microsoft Internet Explorer window titled "CCFC - Microsoft Internet Explorer". The address bar displays "http://www.ccfccorders.dgs.ca.gov/Forgotpwd.asp". The page features the same banner as Figure 2. The main content area is titled "CCFC" and "Request for Password". It includes a message: "If you forgot your password, please enter your E-mail address below. Our automated system will send you an E-mail with your password." There is an "Email Address" input field with the value "rick.asbell@dgs.ca.gov" and "Submit" and "Reset" buttons. A link "Back to Home Page" is also present. The status bar at the bottom shows "Internet".

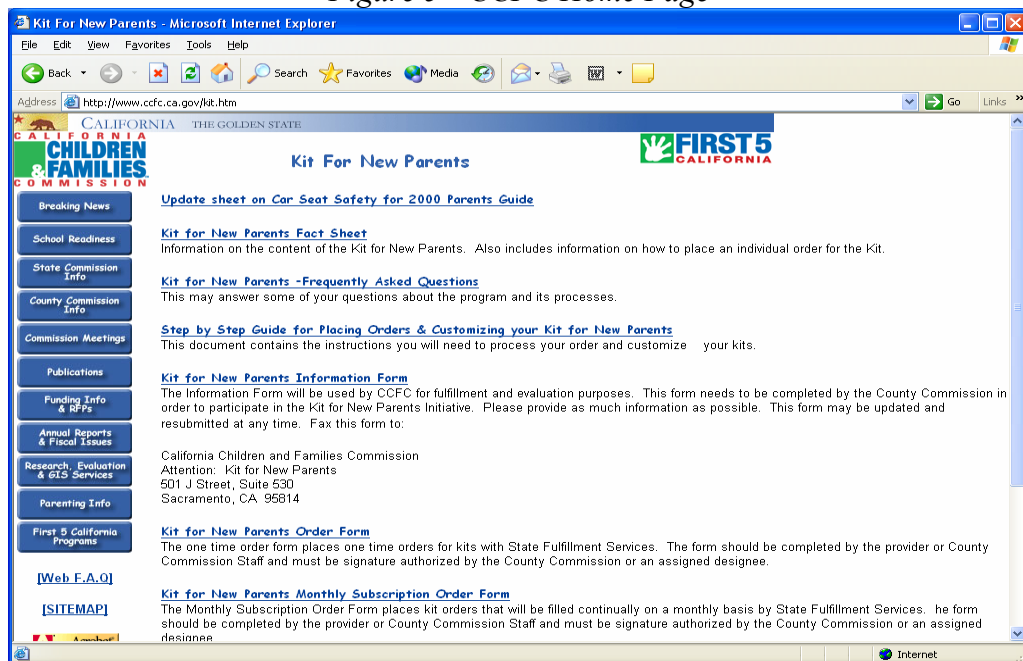
Once the user has successfully signed on, the user will be routed to the *Welcome* Page (Figure 4).

Figure 4--Welcome



On the *Welcome* page, there are many links that a user can choose from. Clicking on the [CCFC Home Page](http://www.ccfcc.ca.gov/kit.htm) will route the user to the California Children and Families Commission website at <http://www.ccfcc.ca.gov/kit.htm> (Figure 5). This website is the primary source of information for items such as the content of the Kit for New Parents, State Commission information, Commission Meetings, and various Commission publications.

Figure 5—CCFC Home Page




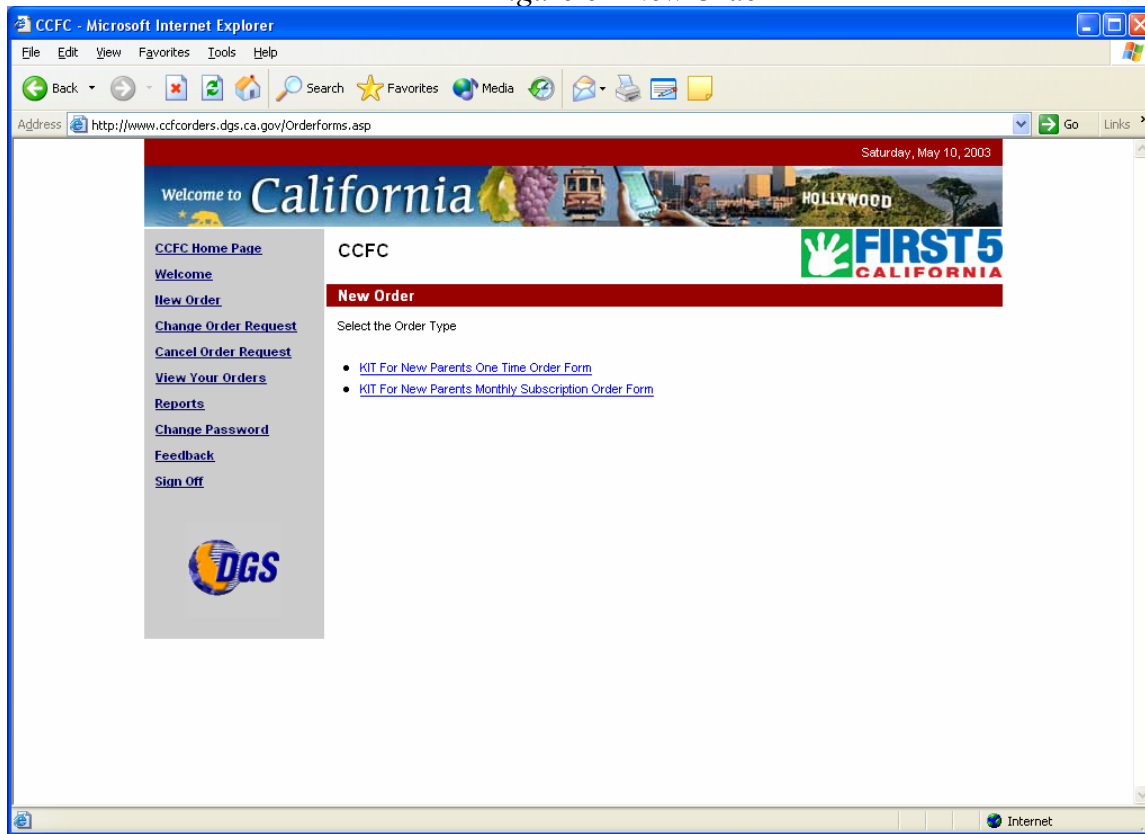
If the user wishes to return back to a previous page at any time, click on the  button on the browser. Clicking on the [New Order](#) link (Figure 6) will allow the user to choose between two types of orders: *One Time Orders* and *Monthly Subscriptions*.

Figure 6—New Order



Choosing the [Kit For New Parents One Time Order Form](#) will display a form for the user to fill out (Figure 7). (**NOTE:** When navigating from field to field in the form, it is important to use the “**Tab**” key. Using the “**Enter**” key may cause the user to “**Submit**” an order prematurely.) The user must fill out the following fields before submitting the One Time request: *Contact Name, Address, City, State, Zip, Organization/Title, Receiving Name, Phone Number*, and either the number of *English* and *Spanish* kits or *Mail-in Post Cards* with number of packages specified. *Receiving Dept, Fax Number, Special Shipping Instructions, Other*, and *Kits Needed By* fields are optional. Should the user forget to fill out one of the required fields, an error message will be displayed (Figure 8).

Figure 7— Kit For New Parents One Time Order Form

CCFC - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites Media Print Mail

Address http://www.cfcorders.dgs.ca.gov/OnetimeOrderForm.asp Go Links

Sunday, May 11, 2003

Welcome to **California**

CCFC

FIRST 5 CALIFORNIA

New Order

Type Of Order

One Time Order

Please Ship Kits To

County:	ALAMEDA	Organization/Title:	First 5
Contact Name:	Rick Asbell	Receiving Name:	Jan Doe
Address:	First Street	Receiving Dept:	Warehouse #5
City:	Alameda	Email:	jan.doe@first5
State:	CA	Phone Number:	999-123-4567
Zip:	99999	Fax Number:	999-321-7654

Special Shipping Instructions

☒ Cannot accept Kits on pallets ☒ No loading dock available ☒ Must have prior 24-hour notice of shipment

Other : Must be Shipped in Cartons

Quantities Requested

Note: All changes/cancellations requests can only be implemented if kits have not been shipped. OSP will notify you if your order has already been shipped.

(Only to be used for special events)

Kits Needed By : 07/02/2003 (MM / DD / YY)

Explanation of Date: Media Event

Select either One Time order or Mail-In Post Cards and enter Quantities required.

☒ **One Time Order**

Send 100 English Kits for this order.

Send 200 Spanish Kits for this order.

☐ **Mail-In Post Cards**

Send Packages of Bilingual Mail-In Postcards. (100 Postcards per package)

If storage space for a monthly supply of kits is not available, postage paid Mail-In Bilingual Postcards, may be provided to use. Kits shipped from postcard orders will be deducted from your county cap.

Submit

Internet

Figure 8—Error Message

CCFC - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Mail Print

Address http://www.ccfccorders.dgs.ca.gov/OnetimeOrderForm.asp Go Links

Sunday, May 11, 2003

Welcome to California

CCFC

New Order

Type Of Order

One Time Order

Please Ship Kits To

County: ALAMEDA Organization/Title: First 5

Contact Name: Rick Asbell Receiving Name: Jan Doe

Address: First Street Receiving Dept:

City Email:

State CA Phone Number: 999-123-4567

Zip 99999 Fax Number:

Special Shipping Instructions

☒ Cannot accept Kits on pallets ☒ No loading dock available ☒ Must have prior 24-hour notice of shipment

Other: Must be Shipped in Cartons

Quantities Requested

Note: All changes/cancellations requests can only be implemented if kits have not been shipped. OSP will notify you if your order has already been shipped.

Special Shipping Instructions

☒ Cannot accept Kits on pallets ☒ No loading dock available ☒ Must have prior 24-hour notice of shipment

Other: Must be Shipped in Cartons

Quantities Requested

Note: All changes/cancellations requests can only be implemented if kits have not been shipped. OSP will notify you if your order has already been shipped.

(Only to be used for special events)

Kits Needed By: 07/02/2003

Explanation of Date: N

Select either One Time or Mail-In Post Cards

☒ One Time Order

Send English Kits for this order.

Send Spanish Kits for this order.

☐ Mail-In Post Cards

Send Packages of Bilingual Mail-In Postcards. (100 Postcards per package)

If storage space for a monthly supply of kits is not available, postage paid Mail-In Bilingual Postcards, may be provided to use. Kits shipped from postcard orders will be deducted from your county cap.

Submit

Microsoft Internet Explorer

You must enter a city name

OK


Once the user has provided information for all the required fields, **KOS** will ask the user if the order can be processed (*Ok*) or be double-checked (*Cancel*). Selecting *Cancel* will allow the user to make modifications to the order before submission, if necessary (Figure 9).

Figure 9—Submission of Order


CCFC - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://www.cfcorders.dgs.ca.gov/OnetimeOrderForm.asp> Go Links

Welcome to California  Sunday, May 11, 2003

[CCFC Home Page](#)
[Welcome](#)
[New Order](#)
[Change Order Request](#)
[Cancel Order Request](#)
[View Your Orders](#)
[Reports](#)
[Change Password](#)
[Feedback](#)
[Sign Off](#)



CCFC

New Order

Type Of Order

One Time Order

Please Ship Kits To

County:	ALAMEDA	Organization/Title:	First 5
Contact Name:	Rick Asbell	Receiving Name:	Jan Doe
Address:	First Street	Receiving Dept:	
City:		Email:	
State:	CA	Phone Number:	999-123-4567
Zip:	99999	Fax Number:	

Special Shipping Instructions

☒ Cannot accept Kits on pallets ☒ No loading dock available ☒ Must have prior 24-hour notice of shipment

Other : Must be Shipped in Cartons

Quantities Requested

Note: All changes/cancellations requests can only be implemented if kits have not been shipped. OSP will notify you if your order has already been shipped.

(Only to be used for special events)
Kits Needed By : 07/02/2003

Microsoft Internet Explorer

Please Click OK to submit or Click Cancel to double-check the order information

OK Cancel

Send Spanish Kits for this order.

☐ **Mail-In Post Cards**

Send Packages of Bilingual Mail-In Postcards. (100 Postcards per package)

If storage space for a monthly supply of kits is not available, postage paid Mail-In Bilingual Postcards, may be provided to use. Kits shipped from postcard orders will be deducted from your county cap.

Internet

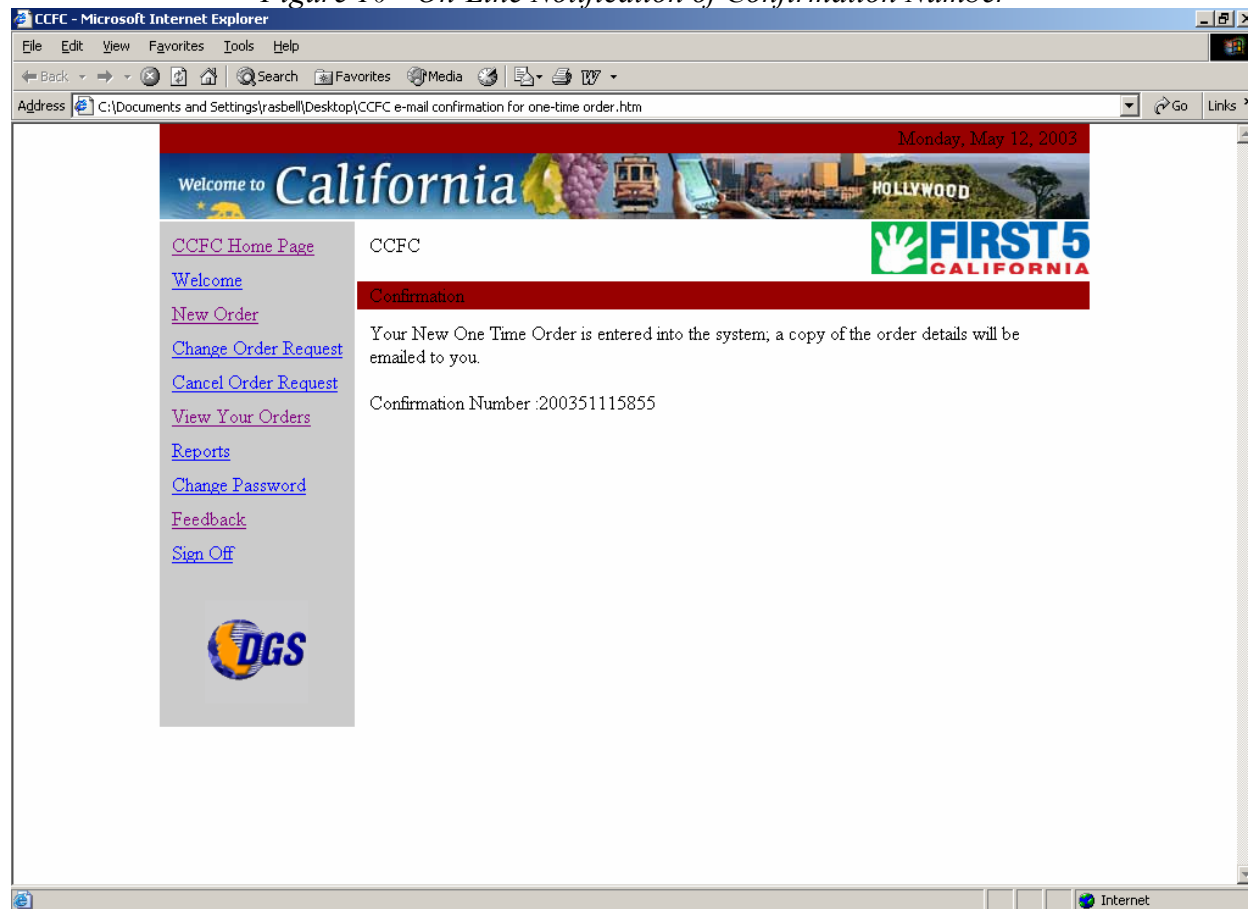
Immediately after submitting an order, **KOS** will generate a confirmation number based on the *Year, Month, Day, Hour* (Military time based on 24-hour clock), *Minute*, and *Second* the order was submitted (Figure 10). For example, in Figure 10, the One Time Order with the confirmation number 200351115855 was generated on May 11, 2003 at 3:08 and 55 seconds PM (See example below for further explanation of confirmation number).

Example of Confirmation Number Format

Year	Month	Day	Hours	Minute	Second
2003	5	11	15	8	55

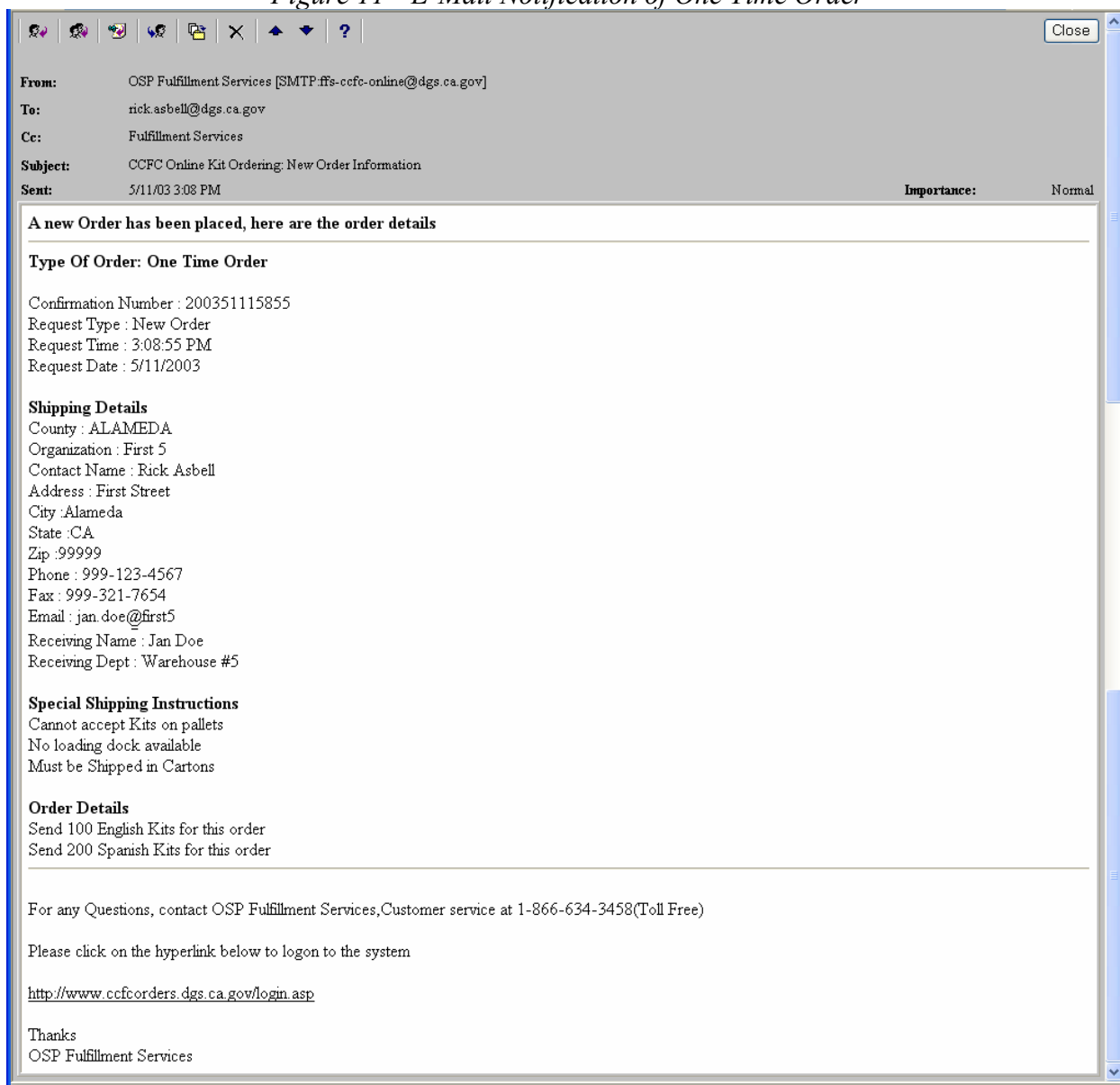
Each confirmation number is a unique number that can be used to track, or modify/cancel kit orders.

Figure 10—On-Line Notification of Confirmation Number



KOS will also generate an e-mail to the user with a detailed description of the order that was placed (Figure 11). Information such as the *Confirmation Number*, *Shipping Details*, *Special Shipping Instructions*, and *Order Details* will be provided in the e-mail notification.

Figure 11—E-Mail Notification of One Time Order



Choosing the [Kit For New Parents Monthly Order Form](#) will display a form for the user to fill out (Figure 12). As with the One Time Order Form, the user must fill out the following fields before submitting the request: *Contact Name, Address, City, State, Zip, Organization/Title, Receiving Name, Phone Number*, and the number of English and/or Spanish kits to be ordered for a given month. *Receiving Dept, Fax Number, Special Shipping Instructions*, and *Other* fields are optional. Should the user forget to fill out one of the required fields, an error message will be displayed (Figure 8). Also, a confirmation number will be generated, and an e-mail verifying the order will be sent to the user.

Figure 12—Monthly Subscription Form

CCFC - Microsoft Internet Explorer

Address: <http://www.cfcorders.dgs.ca.gov/MonthlyOrderForm.asp>

Sunday, May 11, 2003

Welcome to California

CCFC

New Order

Type Of Order: Monthly Subscription Order

Please Ship Kits To

County: ALAMEDA Organization/Title: First 5

Contact Name: Rick Asbell Receiving Name: Jan Doe

Address: First Street Receiving Dept: Warehouse #5

City: Alameda Email: jan.doe@first5

State: CA Phone Number: 999-123-4567

Zip: 99999 Fax Number: 999-321-7654

Special Shipping Instructions

☒ Cannot accept Kits on pallets ☒ No loading dock available ☒ Must have prior 24-hour notice of shipment

Other: Must be Shipped in Cartons

Quantities Requested

Subscription Order - Subscription term: July 1, 2002 - Jun 30, 2003.

Order Time Frames:

- Monthly orders are shipped between the 1st and 15th of every month.
- All orders must be received before the 15th of each month, and will be processed for the following month.
- Changes and/or cancellations to existing orders need to be received before the 15th of each month in order to assure changes are implemented before the next month's subscription order is shipped. If you wish to make a change and/or cancellation to your order, you must complete and submit a Change/Cancellation form and the complete appropriate information.

Please indicate how many kits are needed for each month:

Kits	Jul-02	Aug-02	Sept-02	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03
English Kits	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	200
Spanish Kits	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100

Total English Kits: 200

Total Spanish Kits: 100

Total Kits: 300

Submit

Once an order has been submitted, the user has the opportunity to change or cancel an order. (NOTE: Orders that have already been shipped **can not** be changed or cancelled.) The user will need to reference the confirmation number to make either a change or cancellation to an order. To change an order, select the [Change Order Request](#) link. The page that is displayed will show orders for the user's county (Figure 13). The user will select the appropriate Confirmation Number on the page to initiate the change.

Figure 13—Change Order Request

Monday, May 12, 2003

Welcome to **California**

CCFC Home Page
Welcome
New Order
Change Order Request
Cancel Order Request
View Your Orders
Reports
Change Password
Feedback
Sign Off

CCFC

Change Order Request

County: ALAMEDA

Please click on the Confirmation No to send a request for change order

Confirmation No	Type Of Order	Ordered Date	Updated Date
200351115855	One Time Order	5/11/2003	

DGS

Internet

The [Change Order Request](#) page is displayed (Figure 14), once the [Confirmation Number](#) link is selected, allowing the user to modify the original order request. (**NOTE:** After the request is generated, **KOS** must fully process the order for the request to be implemented.) Any field can be changed, but the required fields must still be filled out.

Figure 14--Change Order Request

CCFC - Microsoft Internet Explorer

Address http://www.ccfccorders.dgs.ca.gov/UpdateOneTimeOrder.asp?CNO=200351275120

Monday, May 12, 2003

Welcome to California

CCFC Home Page
Welcome
New Order
Change Order Request
Cancel Order Request
View Your Orders
Reports
Change Password
Feedback
Sign Off

CCFC

Change Order Request

Order Confirmation NO : 200351275120

Type Of Order

One-Time Order

Please Ship Kits To

County: ALAMEDA Organization/Title: First 5
Contact Name: Rick Asbell Receiving Name: Jan Doe
Address: First Street Receiving Dept: Warehouse #5
City: Alameda Email: jan.doe@first5
State: CA Phone Number: 999-123-4567
Zip: 99999 Fax Number: 999-321-7654

Special Shipping Instructions

☒ Cannot accept Kits on pallets ☒ No loading dock available ☒ Must have prior 24-hour notice of shipment

Other: Must be Shipped in Cartons

Quantities Requested

Note: All changes/cancellations requests can only be implemented if kits have not been shipped. OSP will notify you if your order has already been shipped.

(Only to be used for special events)

Kits Needed By: 7/2/2003 (MM / DD / YY)

Explanation of Date: Media Event

Select either One Time order or Mail-In Post Cards and enter Quantities required.

☒ **One Time Order**

Send 100 English Kits for this order.

Send Spanish Kits for this order.

☐ **Mail-In Post Cards**

Send Packages of Bilingual Mail-In Postcards. (100 Postcards per package)

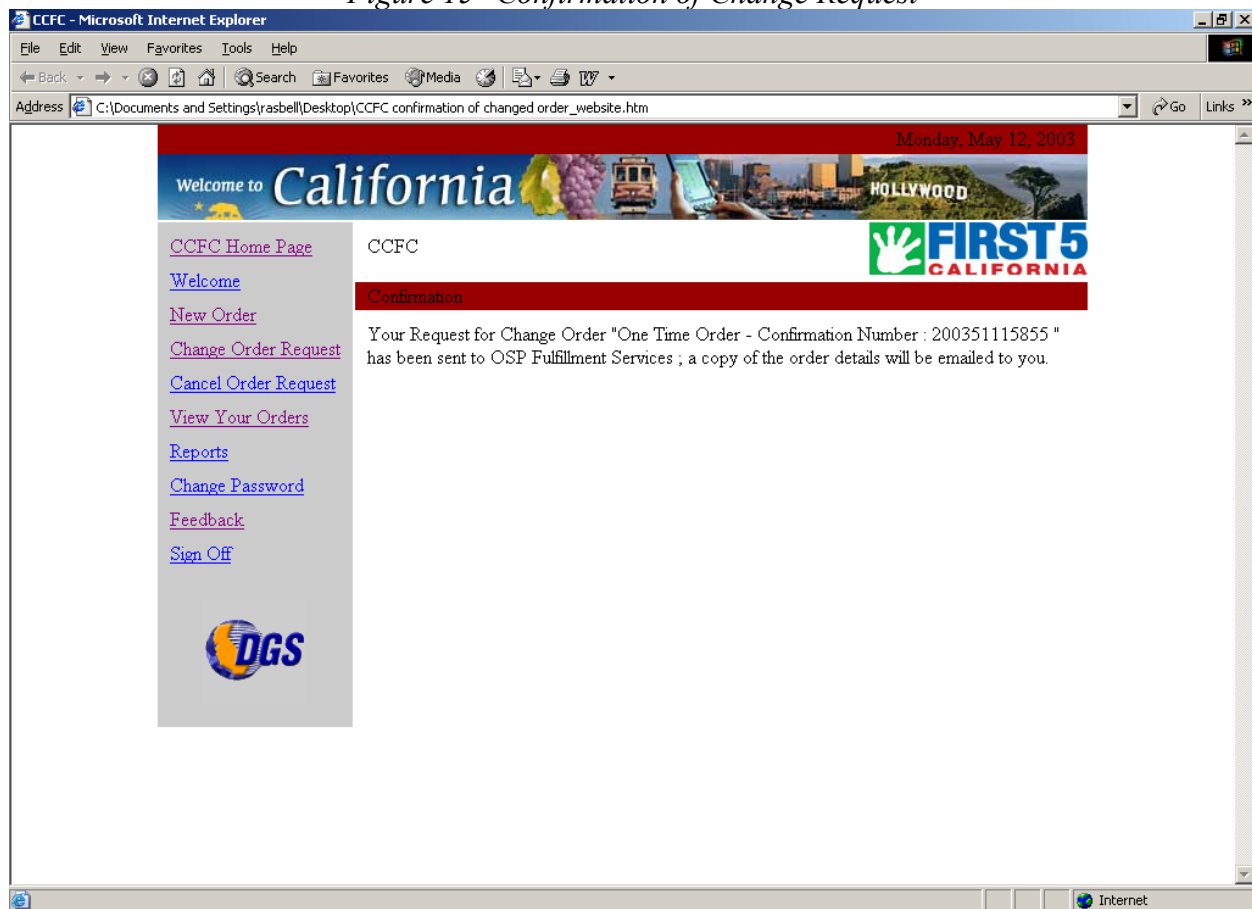
If storage space for a monthly supply of kits is not available, postage paid Mail-In Bilingual Postcards, may be provided to use. Kits shipped from postcard orders will be deducted from your county cap.

Update Comments: I don't need Spanish Kits.

Update

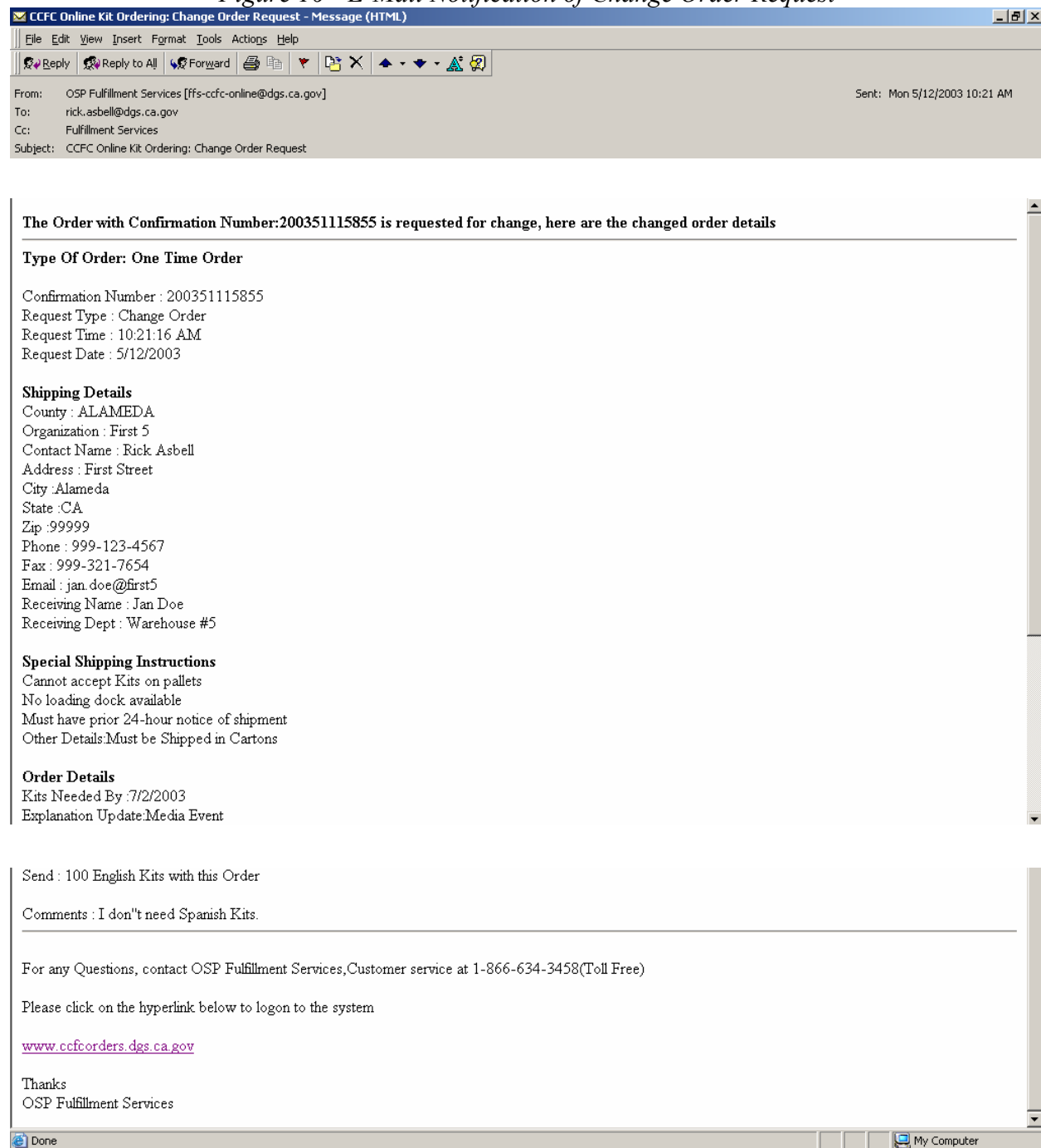
Once the *Change Order Request* has been submitted, the user will receive an on-line confirmation that the request has been sent to OSP Fulfillment Services (Figure 15). (**NOTE:** The original Confirmation Number will be referenced in the on-line confirmation.)

Figure 15--Confirmation of Change Request



In addition to the on-line confirmation, the user will also receive an e-mail from OSP Fulfillment Services verifying that the order has been changed per the user's request (Figure 16).

Figure 16—E-Mail Notification of Change Order Request



To cancel an order, select the [Cancel Order Request](#) link (Figure 17). From the displayed orders, select the confirmation number to be cancelled. Other information that is displayed on this page is the original order and updated dates.

Figure 17—Cancel Order Request

Monday, May 12, 2003

Welcome to **California**

CCFC

CANCEL ORDER REQUEST

County: ALAMEDA

Please click on the Confirmation No to send a request for cancel order

Confirmation No	Type Of Order	Ordered Date	Updated Date
200351115855	One Time Order	5/11/2003	5/12/2003
200351275855	Monthly Subscription Order	5/12/2003	

DGS

Done Internet

Once the user has selected which order to cancel, a page displaying the details of the order is shown (Figure 18). For the user to finalize this request, the user must click on the *Cancel* button in the lower left of the form. (**NOTE:** If the order has been shipped before the cancellation request has been processed by OSP Fulfillment Services, the order **can not** be cancelled.)

Figure 18—Cancel Order Request

Monday, May 12, 2003

Welcome to **California**

FIRST 5 CALIFORNIA

[CCFC Home Page](#)
[Welcome](#)
[New Order](#)
[Change Order Request](#)
[Cancel Order Request](#)
[View Your Orders](#)
[Reports](#)
[Change Password](#)
[Feedback](#)
[Sign Off](#)

DGS

CCFC

Cancel Order Request

Order Confirmation NO : 200351115855

Type Of Order
 One-Time Order

Please Ship Kits To

County:	ALAMEDA	Organization/Title:	First 5
Contact Name:	Rick Asbell	Receiving Name:	Jan Doe
Address:	First Street	Receiving Dept:	Warehouse #5
City:	Alameda	Email:	jan.doe@first5
State:	CA	Phone Number:	999-123-4567
Zip:	99999	Fax Number:	999-321-7654

Quantities Requested

Kits Needed By : 7/2/2003

Explanation of Date: Media Event

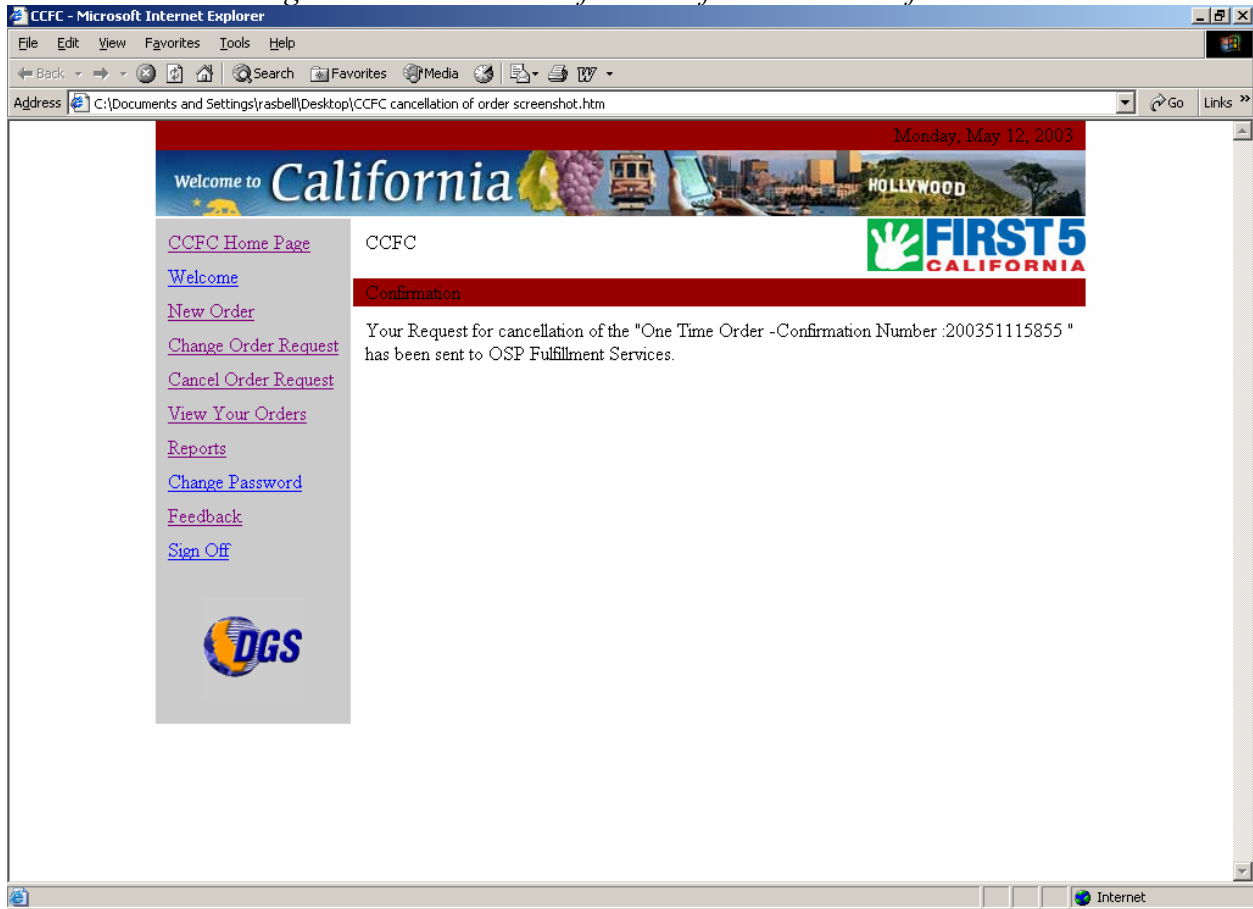
One Time Order

Spanish Kits: 100

Update
 Comments :

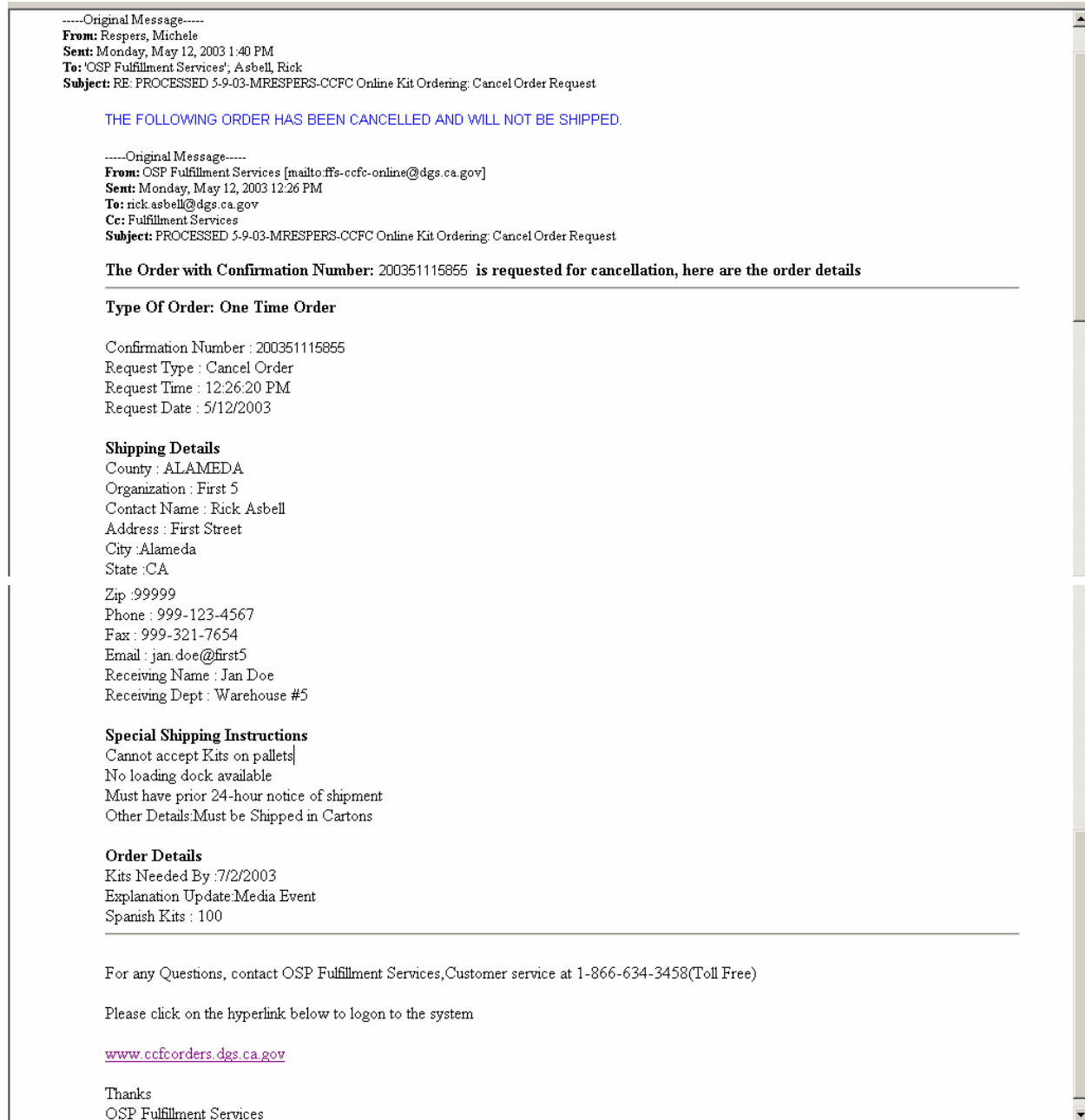
After the cancellation request is submitted, the user will receive an on-line notification that the cancellation request has been received (Figure 19).

Figure 19—On-Line Notification of Cancellation of Order



As verification that the order cancellation request has been received, processed, and finalized, OSP Fulfillment Services will respond with an e-mail stating that the order has been cancelled (Figure 20).

Figure 20—E-Mail Notification of Cancelled Order



Selecting [View Your Orders](#) (Figure 21) will provide the user with a history of orders for the county.

Figure 21—Viewing you Orders

The screenshot shows a Microsoft Internet Explorer window titled "CCFC - Microsoft Internet Explorer". The address bar displays "C:\Documents and Settings\rasbell\Desktop\CCFC view your orders.htm". The page content includes a header with "Welcome to California" and "HOLLYWOOD" text, a "CCFC" logo, and a "FIRST5 CALIFORNIA" logo. A navigation menu on the left lists links: "CCFC Home Page", "Welcome", "New Order", "Change Order Request", "Cancel Order Request", "View Your Orders", "Reports", "Change Password", "Feedback", and "Sign Off". The main content area shows "View Your Orders" and "County: ALAMEDA". Below this, a message states "Please click on the Confirmation No to view the order details". A table displays order information:

Confirmation No	Type Of Order	Ordered Date	Updated Date
200351115855	One Time Order	5/11/2003	5/12/2003
2003512102015	Monthly Subscription Order	5/12/2003	

The DGS logo is visible in the bottom left corner of the page content.


By selecting the a confirmation number, the user will be able to view an order's details (Figure 22)

Figure 22—Viewing Order Details

Monday, May 12, 2003

Welcome to **California**

[CCFC Home Page](#) [Welcome](#) [New Order](#) [Change Order Request](#) [Cancel Order Request](#) [View Your Orders](#) [Reports](#) [Change Password](#) [Feedback](#) [Sign Off](#)



CCFC

Order Details

Order Confirmation NO : 200351115855

Note :A Cancellation Request Has Been Submitted

Type Of Order

One-Time Order

Please Ship Kits To

County:	ALAMEDA	Organization/Title:	First 5
Contact Name:	Rick Asbell	Receiving Name:	Jan Doe
Address:	First Street	Receiving Dept:	Warehouse #5
City	Alameda	Email:	jan.doe@first5
State	CA	Phone Number:	999-123-4567
Zip	99999	Fax Number:	999-321-7654

Quantities Requested

Kits Needed By : 7/2/2003

Explanation of Date: Media Event

Spanish Kits: 100

Selecting the [Reports](#) will provide reports that are specific to your county (Figure 23). The county report will provide critical information such as the County's CAP (Kit Allocation) and number of kits shipped for the county.

Figure 23—County Reports

Monday, May 12, 2003

Welcome to **California**

CCFC

Reports

Note: All available balances are subject to a 48 hour lag time.

County: **ALAMEDA**

Cap: 42982
 Total Kits Ordered: 8603
 Number of Kits Remaining: 34379
 Percentage Towards Cap: 20.02%

Order Information

Kit Type	Total Kits Ordered	Percentage of Total Kits Ordered by Kit Type
BASIC - ENGLISH - NEW PARENTS KIT	6193	71.99%
BASIC - SPANISH - NEW PARENTS KIT	2410	28.01%

Total English Kits: 6193
 Total Spanish Kits: 2410

Percent of All English Kits: 71.99%
 Percent of All Spanish Kits: 28.01%

DGS

To change the user's password, select the [Change Password](#) link (Figure 24).

Figure 24—Changing Password

The screenshot shows a Microsoft Internet Explorer window titled "CCFC - Microsoft Internet Explorer". The address bar displays "http://www.cfcorders.dgs.ca.gov/ChangePWD.asp". The page content includes a "Welcome to California" banner with a "HOLLYWOOD" sign, a "CCFC" logo, and a "FIRST5 CALIFORNIA" logo. A left sidebar contains links: "CCFC Home Page", "Welcome", "New Order", "Change Order Request", "Cancel Order Request", "View Your Orders", "Reports", "Change Password", "Feedback", and "Sign Off". The "Change Password" link is highlighted. The main content area has a "Change Password" heading, followed by "New Password" and "Verify Password" input fields, and "Submit" and "Reset" buttons. The DGS logo is at the bottom left. The status bar at the bottom shows "Internet".

Monday, May 12, 2003

Welcome to California

CCFC

Change Password

New Password

Verify Password

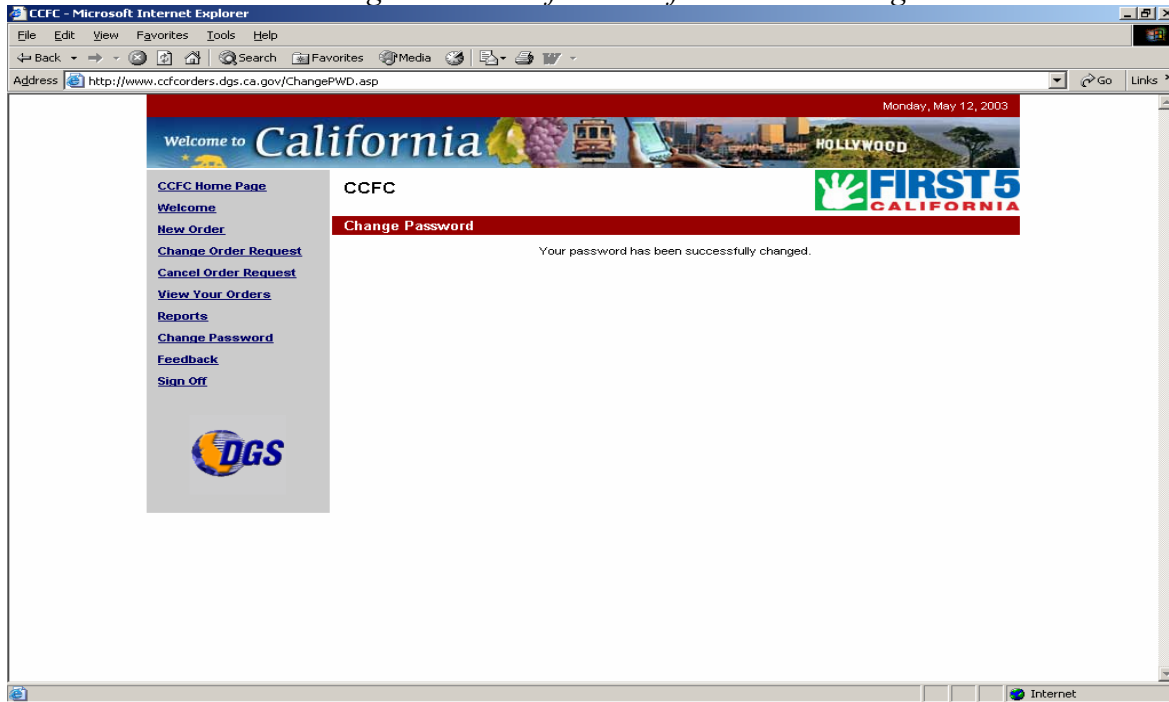
[CCFC Home Page](#)
[Welcome](#)
[New Order](#)
[Change Order Request](#)
[Cancel Order Request](#)
[View Your Orders](#)
[Reports](#)
[Change Password](#)
[Feedback](#)
[Sign Off](#)

DGS

Internet

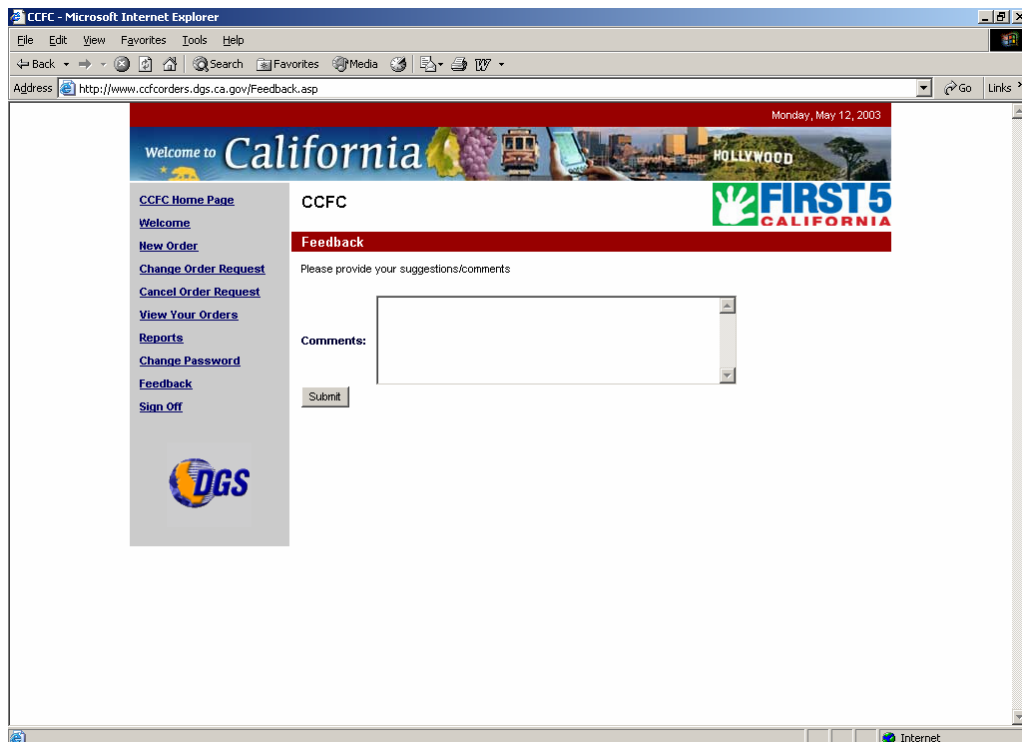
Once the user has entered the *New Password* and re-entered the new password in the *Verify Password* field, the user will then submit the request. An on-line notification of the password change will be displayed after **KOS** has processed the request (Figure 25).

Figure 25—Notification of Password Change



The [Feedback](#) will provide the user with the ability to make any comments and/or recommendations to the **KOS** (Figure 26).

Figure 26--Feedback



Selecting the [Sign Off](#) link will log the user off of the system.

For technical assistance regarding the information contained in this User's Guide, please contact Rick Asbell at (916) 322-1018 or at rick.asbell@dgs.ca.gov. For order information, please contact Michele Respers at (916) 323-4486 or michele.respers@dgs.ca.gov.